

**POSITION TITLE:** Control Centre Technician

**BUSINESS UNIT:** National Operations

**LOCATION:** Burton, South Australia

**POSITION REPORTS TO:** Asset & Maintenance Manager

**REPORTS TO THIS POSITION:** Nil

**RELATIONSHIPS**

**INTERNAL:** Control Centre Team, Service Departments, Projects, Innovation Group

**EXTERNAL:** Clients

## POSITION PURPOSE

To monitor all Osmoflo operating plants 24/7, providing a high level of water treatment plant operational security, response to critical faults including diagnostics, prognostics and tuning, performance reporting and customer service. Working on a 4-on, 4-off roster which consists of 2-day shifts and 2 night shifts each shift block.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Function	Task description
<b>Plant Operations</b>	<ul style="list-style-type: none"> <li>Continuously monitor and operate all Osmoflo plants through PlantConnect and any other systems as required.</li> <li>Act as a central point to receive, and organize a response to, critical faults as well as any other applicable operational requirements.</li> <li>Perform regular and routine checks to all assigned water treatment plants, analysing all factors of operations with performing the appropriate actions required in order to maintain each plant's KPIs.</li> <li>Where site attendance is required, Control Centre Technicians will follow applicable communications protocol to inform appropriate stakeholders to action with providing them with relevant diagnostics and other information to assist.</li> <li>Perform root cause analysis on reported faults and operational abnormalities.</li> <li>Work within the team to investigate and eliminate all reoccurring operational problems.</li> </ul>
<b>Recordkeeping</b>	<ul style="list-style-type: none"> <li>Maintain and regularly update the Control Centre Daily Instruction &amp; Events log sheet with all your actions.</li> </ul>



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## POSITION DESCRIPTION

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Function	Task description
	<ul style="list-style-type: none"><li>▪ Report all applicable events to relevant stakeholders via the Event Report system as well as performing entries for follow ups and resolution.</li><li>▪ Submit Work Orders in the MEX system for appropriate issues that require on-site attention.</li></ul>
<b>Plant Performance Management</b>	<ul style="list-style-type: none"><li>▪ Using available systems and data, analyse and identify potential operating problems on all water treatment plants.</li><li>▪ Accurately and efficiently diagnose and find solutions.</li><li>▪ Confidently make operational changes to any and all components of water treatment plants in actions where such changes are required to meet all position obligations.</li><li>▪ Report status and corrective actions back to stakeholders.</li></ul>
<b>System &amp; Data Maintenance</b>	<ul style="list-style-type: none"><li>▪ Maintaining and updating the PlantConnect Vision Project's register for operational and communication details.</li><li>▪ Identify faults, errors, abnormalities and any improvement suggestions</li><li>▪ across all the systems the Control Centre uses and report to appropriate staff and/or departments for rectification in the cases you are unable to complete or resolve.</li></ul>
<b>Operations Support Role</b>	<ul style="list-style-type: none"><li>▪ On regular and rostered intervals, perform the Operations Support duties as required.</li><li>▪ Be available for leave cover for on-shift Control Centre personnel.</li><li>▪ Provide operational assistance in the Control Centre in accordance of regular Control Centre duties.</li><li>▪ Perform further detailed water treatment plant performance maintenance and diagnostics.</li><li>▪ Complete any reporting as necessary to the detail and quality required. Includes plant performance and billing as well as Event Report updates and resolutions.</li><li>▪ When required, attend to on-site locations to assist service teams or any other department to perform maintenance, commissioning, automation, etc. duties</li></ul>
<b>Other Accountabilities</b>	<ul style="list-style-type: none"><li>▪ Professionally represent Osmoflo at all times and in all relationships</li><li>▪ Refer customer complaints to Control Centre Manager and/or Team lead.</li><li>▪ Adequately prioritise tasks.</li><li>▪ Liaise and communicate professionally with all stakeholders on an ongoing basis to ensure a high level of customer service.</li><li>▪ Maintain regular and professional communication internally to all other staff and departments.</li><li>▪ Possess and carry out further learning capabilities to be able to use new systems</li></ul>

ESSENTIAL DUTIES AND RESPONSIBILITIES	
Function	Task description
	<p>and technologies as required.</p> <ul style="list-style-type: none"> <li>Ensure good maintenance of equipment and premises including computers, telephones, tools, etc.</li> <li>Fulfill any duties necessary that are peripheral to the role.</li> <li>Contribute to Osmoflo's culture of innovation by making suggestions for improvement.</li> <li>Attend planned meetings and meet all report deadlines.</li> <li>Attend all nominated training programs.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>Contribute to a culture of innovation, by creating and seeking ways to develop innovative solutions which aid business growth.</li> <li>Participate in continuous improvement activities and programs across the organisation, in particular Lessons Learned and opportunities for improvement to ensure past project learnings are used.</li> <li>Working with others in the business, initiate and develop new ideas, contribute to continuous improvement initiatives aimed at QHSE, other internal processes, development and implementation of new ideas (processes, products, services), and improvement of Osmoflo's competitiveness and overall market recognition.</li> <li>Assist in the review of work processes and procedures and streamline them to assist with routine workflow.</li> <li>Actively participate in professional development</li> </ul>
<b>Safety, Quality &amp; Compliance</b>	<ul style="list-style-type: none"> <li>Encourage and foster a strong QHSE culture in the Team.</li> <li>Ensure all activities are undertaken in a safe manner by understanding risks and hazards that may be exposed while performing your roles (safety in office, while travelling, at customer sites).</li> <li>Ensure quality procedures directly related to the role are followed and participate in regular reviews, offering recommendations as required</li> <li>Participate in the application of Osmoflo's QHSE Management System and adhere to associated policies /procedures</li> </ul>

POSITION REQUIREMENTS / SELECTION CRITERIA		
	Essential	Desirable
<b>Training / Qualification</b>	<ul style="list-style-type: none"> <li>Trade or engineering qualifications, diploma, or equivalent practical experience in plant operation</li> </ul>	<ul style="list-style-type: none"> <li>Bachelor of Engineering or Trade qualification/</li> </ul>
<b>Experience / Knowledge</b>	<ul style="list-style-type: none"> <li>Practical experience in plant operation.</li> </ul>	<ul style="list-style-type: none"> <li>Automation abilities.</li> </ul>



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## POSITION DESCRIPTION

POSITION REQUIREMENTS / SELECTION CRITERIA		
	Essential	Desirable
	<ul style="list-style-type: none"><li>Proven track record in problem solving.</li><li>Knowledge of PLC &amp; SCADA systems.</li><li>Previous experience working night shift or working 12-hour shifts.</li><li>Previous experience working in an autonomous role with limited supervision.</li><li>Previous experience performing root cause analysis.</li><li>Previous experience working with automation.</li></ul>	<ul style="list-style-type: none"><li>Excellent and efficient remote water treatment plant diagnostic abilities.</li></ul>
<b>Skills / Abilities</b>	<ul style="list-style-type: none"><li>Excellent verbal and written communication skills for effective collaboration with diverse project stakeholders.</li><li>Excellent and efficient remote diagnostic abilities.</li><li>Able to work 12 hour shifts as well as night shifts and public holidays.</li><li>Effective time management and organisational skills</li><li>Strong customer focus and commitment to meeting customer requirements.</li><li>Strong commitment to teamwork and continuous improvement to ensure optimum team contribution to business objectives.</li><li>Strong commitment to promoting good health, safety and environmental work practices and a proven record in ensuring that all employees are fully aware of and comply with the accompanying regulations.</li><li>High level of accuracy and attention to detail</li></ul>	
<b>Licenses</b>	<ul style="list-style-type: none"><li>Current Drivers License.</li></ul>	

**HEALTH, SAFETY, ENVIRONMENT AND QUALITY**

## Managers and Supervisors

Managers have a responsibility in their areas of control to ensure:

- Risks to people, property, the environment, products, and business reputation are identified and effectively controlled.
- Promotion of a risk aware culture in through:
  - Engaging in positive and proactive risk discussions with the workforce and our customers
  - Effective consultation, communication, and collaboration
  - Leading by example
  - Participation in the audit, inspection, and observation programs
  - Follow up and provide feedback on reported incidents, hazards, near misses, quality issues and suggestions for improvement.
- The workforce is competent for the tasks they undertake.
- Implementation of and compliance with the Osmoflo Integrated Management Systems policies and procedures
- Reporting and investigation of incidents, near misses, hazards, and non-conformances
- Monitor Performance and continuously improve processes, the work environment, and systems.
- Manage accountability fairly and justly.

## All Employees (and Casuals/Contractors)

Everyone has the responsibility to protect their own safety and that of others, ensure the environment is not harmed, and that quality is maintained in our products and services.

Employees have responsibilities to:

- **O**bserve your tasks and environment:
  - Always be cautious, and understand the environment you are working in.
- **S**pot Hazards:
  - Identify the hazards in every task you do, and the work environment you are in.
  - If you see someone else doing something that may not be safe, discuss the hazards with them.
- **M**inimise risks:
  - Make sure you have the right tools and equipment.
  - Make sure you are competent for the tasks.
  - Make sure the risks are controlled before you start work.
- **O**bey rules, reasonable instructions, and procedures – comply with:
  - The Osmoflo Essential Rules for Life and Code of Conduct
  - Procedures, work instructions as they apply to your job.
  - Instructions provided to you by your supervisor or manager.
- **S**peak up if you are unsure:
  - You have the authority to stop work and escalate concerns to your supervisor if you believe a task is not safe, or if you see others working or behaving unsafely.
- **I**ncidents, near misses, hazards and quality issues must be reported:



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- Report any incidents, hazards, and quality issues to your supervisor
- Participate in investigations as required.
- Suggest improvements:
  - If you think things can be improved to make things safer, more environmentally sound, or improve product quality, discuss with your supervisor, and raise an opportunity for improvement.

### CORE VALUES

#### Agile

- We design and build solutions that are 'fit for purpose' going beyond our customers' expectations.
- We work in partnership with our customers actively seeking to understand their business and views; we anticipate and respond to their needs by providing tailored solutions that contribute to our mutual business success.
- We keep the big picture in mind balancing our customer and commercial needs.
- We are entrepreneurs, tackling new challenges, seeking out problems, finding ways to solve them and connecting our customers to all parts of our business.

#### Innovative

- We have a thirst for knowledge and support each other by openly and willingly seeking and sharing information and ideas across the business to create solutions and solve problems.
- We are creative and imaginative; we respond positively to new ideas and are prepared to move outside our comfort zones and take calculated risks.
- We use every project and assignment as an opportunity to learn something new and we actively invite constructive criticism on every area of the business to generate new ideas and creative approaches to our challenges.
- We learn from our mistakes, we don't blame, we actively encourage issues to be raised before problems arise.

#### Team-Oriented

- We treat one another with respect and communicate openly - creating value by working together within and across our businesses.
- We recognise that our strength and our competitive advantage is – and always will be – our people working together.
- We foster collaboration while maintaining individual accountability. We encourage the best ideas to surface from anywhere within the organisation. We appreciate the value of multiple perspectives and diverse expertise.
- We will continually learn and share ideas and knowledge. We will encourage cooperative efforts at every level and across all activities in our company.
- We are supportive of each other's efforts, loyal to one another, and care for each other both personally and professionally.

#### Committed

- We push ourselves and others to excel – we never walk away from a challenge or a difficult situation – we consistently complete our tasks and meet our deadlines.
- We understand what we need to do; we clearly define our objectives, prioritise our work and evaluate our progress to ensure we achieve our goals.



## POSITION DESCRIPTION



- We employ the right people who understand their roles, ask for and act on feedback from others and constantly re-evaluate their own skills and capabilities in order to progress their career goals.
- We have strong leadership who model our values, walk the talk, lead by example and recognise and reward the right behaviours.
- We are a high performing workforce - a team - communicating, listening and supporting one another.

### Quality-Driven

- We give value for money with appropriate solutions to meet and exceed our customers' expectations; minimising waste with efficient planning.
- As we grow and expand, we work to achieve a consistent approach, regularly reviewing completed tasks and projects to identify opportunities to improve.
- We think outside the scope of our own roles - working together to deliver high quality products and services to levels required by our customers.
- We understand what 'high quality' products and services mean for our customers and we work to achieve agreed expectations.

### ACKNOWLEDGEMENT

- This position description represents the position as it is at present and is not intended to be an exhaustive list of all duties or responsibilities associated with the position.
- Osmoflo reserves the right to make changes to the content of this position description, including but not limited to duties, responsibilities and requirements of the role as circumstances and operational requirements dictate.

***I have read, understand and agree to perform the duties set out in this position description:***

**Name**

**Signature**

**Date**